Pharmacy Reengineering (PRE) Inbound ePrescribing (IEP) 5.0 User Guide



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Revision History

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Date	Version	Description	Author
		 Added Note to replace text "Dispense Notes" with "Substitutions" under Track/Audit Details screen in Section 5 Inbound/Outbound Message Detail Added Note to indicate the change of screen/page title from "Users" to "User Management" in section 2.2.5 User Management Included description for ERX LOOK-BACK DAYS display on the Holding Queue's Traditional View and Patient Centric Views in section in section 3.5.1.2.1. Non-Actionable records are those that are in the Holding Queue but are not displayed in the List View. 	
		All records acknowledged, removed, rejected, processed/completed and auto-canceled are non-actionable. Non-Actionable records further include: • RxRenewal Request • RxRenewal Response – Approved • RxRenewal Response – Approved with Changes (change to drug data only)	
		 R_xChange Request CancelR_x Response Inbound Errors related to CancelR_x Responses 	
		For additional information on Actionable and Non-Actionable eR _X Status Codes, refer to the tables in Appendix B: Holding Queue Status Codes & Descriptions.	
		 eRx Default Loopback Days Replaced column label "LAST USER" with "LOCKED BY" and updated the description under Table 9 Added the information for LOCKED BY column in section 3.5.2 Patient Centric View 	
		• Replaced Figure 3-14, Figure 3-16, Figure 3-17, Figure 3-18, Figure 3-19, Figure 3-42, Figure 3-52, Figure 3-55, Figure 3-56, Figure 3-57, Figure 3-59, Figure 3-60, Figure 3-61, and Figure 3-68 for updated layout	
		 Added Note and included Figure 3-50 to indicate to the user that a Provider's DEA# has expired in section 3.6.2.3 Edit Provider 	
		Removed reference to "Limited Duration" field from Validate Drug/SIG for the modified workflow in section 3.6.3.3 Edit Drug/SIG	
		Added description under Note for modified workflow in section 3.6.3.3 Edit Drug/SIG	
		 Updated description for VistA Days Supply calculation in section 3.6.3.3.1 Additional Field-level Information Added scenarios for Quantity/Days Supply workflow under VD Edit screen based on Available Dosage(s) in section 3.6.3.3.2 Quantity/Days Supply work flow under Validate Drug/SIG > Edit: Added Note to replace text "Qty Qualifier" with "Code 	
		List Qualifier" and replace, "DAW Code" with	

Date	Version	Description	Author
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11/09/2018	2.5	 Updated per HPS Review pgs. 55, 57, 87, 88, 90, 92, 194, and 195. Updated Cover page to month of November (pg. i) (TWR, 508 accessibility checks, document is compliant) 	Technatomy
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Unit 3. Inbound eR_X VistA Outpatient Pharmacy

3.1 Introduction

Inbound eR_X VistA Outpatient Pharmacy is comprised of two sections:

- Inbound eR_X VistA Holding Queue
- Inbound eR_X VistA Outpatient Profile Complete Orders from Order Entry/Results Reporting (OERR) and Patient Prescription Processing

3.2 Purpose of Inbound eRx VistA Holding Queue

The eR_X Holding Queue allows for validation and review of eR_X es by VA Pharmacy users prior to the eR_X being added to the VA record and merging with the existing outpatient functionality. For the fillable prescriptions, VA Pharmacy users can validate patient, provider, and drug/SIG information. Additionally, users can accept, hold, un hold, print, reject, or remove an eR_X from the Holding Queue after it has been received by VistA from the eR_X Processing Hub. The users can also work with RxRenewal Responses, RxChange Responses and CancelRx Requests, which are described.

NOTE: Controlled Substance records that meet the requirements of the Drug Enforcement Administration's electronic prescribing for Controlled Substance rules will have a visual indicator stating "EPCS DEA Valid" at the top right corner in the VistA Holding Queue.

3.3 NCPDP 2017071 Messages in the Holding Queue

The message types in the Holding Queue include:

- NewRx Message
- RxRenewal Request Message
- RxRenewal Response Message
- RxChange Request Message
- RxChange Response Message
- CancelRx Request Message
- CancelRx Response Message
- <u>Inbound Error Message</u>

3.3.1 NewRx Message

NewRx message is the NCPDP 2017071 format for New Electronic Prescription sent by an external (non-VA) provider.

3.3.2 RxRenewal Request Message

RxRenewal Request message is the NCPDP 2017071 format for RxRenewal Request sent by a VA Pharmacy for electronic Prescriptions.

3.3.3 RxRenewal Response Message

RxRenewal Response message is the NCPDP 2017071 format for RxRenewal Response sent by an External Provider for RxRenewal Request sent by a VA Pharmacy.

3.3.4 RxChange Request Message

RxChange Request message is the NCPDP 2017071 format for RxChange Request sent by a VA Pharmacy for electronic Prescriptions.

3.3.5 RxChange Response Message

RxChange Response message is the NCPDP 2017071 format for RxChange Response sent by an External Provider for RxChange Request sent by a VA Pharmacy.

3.3.6 CancelRx Request Message

CancelRx Request message is the NCPDP 2017071 format for CancelRx Request sent by External Provider on Electronic Prescriptions.

3.3.7 CancelRx Response Message

CancelRx Response message is the NCPDP 2017071 format for CancelRx Response sent by VA Pharmacy for a CancelRx Request sent by External Provider.

3.3.8 Inbound Error Message

ERROR messages are in the NCPDP 2017071 format for Inbound Error message received in VistA under situations such as, the Prescriber's EHR system being unable to receive and process a certain transaction sent from the Pharmacy or a connection between the Transaction Hub and CH is not working.

3.3.9 Inbound vs. Outbound Messages

Inbound messages are those that are sent by the external (non-VA) Providers and are received in the Holding Queue. NewRx, RxRenewal Response, RxChange Response, CancelRx Request, and Inbound Error are Inbound messages.

Outbound messages are those that are sent by VA pharmacies to the external Provider's EHR system. RxRenewal Request, RxChange Request, and CancelRx Response are Outbound messages.

3.4 Accessing the eR_X Holding Queue

The inbound eR_X message is transmitted from the Processing Hub to VistA and stored in the eR_X Holding Queue.

3.5 Traditional View vs. Patient Centric View

3.5.1 Traditional View

To access the Traditional View of the eR_X Holding Queue:

1. Follow this navigation path: Core Applications > Outpatient Pharmacy Manager > (select Division) > RX (Prescriptions) ... > Complete Orders from eRx [PSO ERX FINISH]

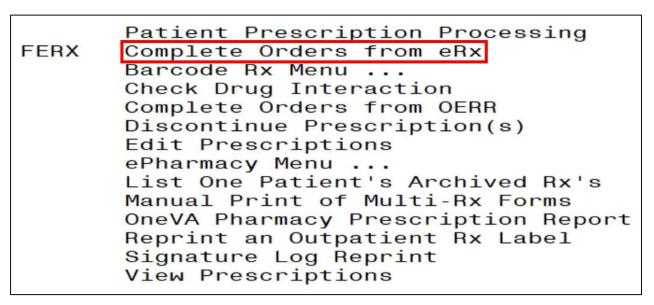


Figure 3-1: Complete Orders from eR_x Menu Option

2. To enter eRx Holding Queue, you must select the type of records you want to see on the Holding Queue. The options are Non-CS for Non-Contrlled Substance, CS for Controlled Substance and B for Both. For our example we will select B.

```
You are logged on under the ALBANYZZ division.

Select LABEL PRINTER: HOME// Linux Telnet /SSh

OK to assume label alignment is correct? YES//

Bingo Board Display: OUTPATIENT//

Select one of the following:

Non-CS Non-Controlled Substance
CS Controlled Substance
B Both

Select eRx Record Type: B// oth
```

Figure 3-2: Controlled Substance Selection

3. This next filter is displayed if you selected CS or B above. It allows you to select specific CS drug schedule of the records you want to see in the Holding Queue. For this example we are electing Schedules II-V which basically includes all CS drug schedules.

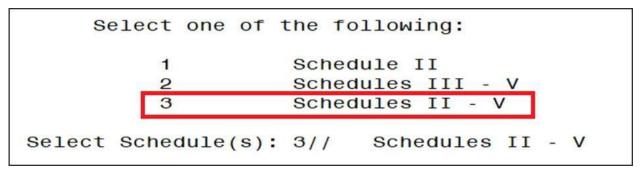


Figure 3-3: Drug Schedule Selection

4. Select RX Prescription Received Date.

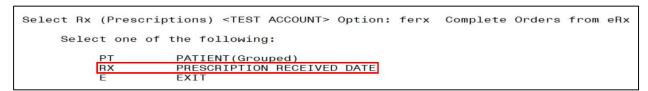


Figure 3-4: Select RX

The first screen that displays upon accessing the eR_X Holding Queue is the Holding Queue list view screen. Controlled Substance records will be indicated with a square bracket "]" symbol. Records without a "]" are for Non-Controlled Substance medications.

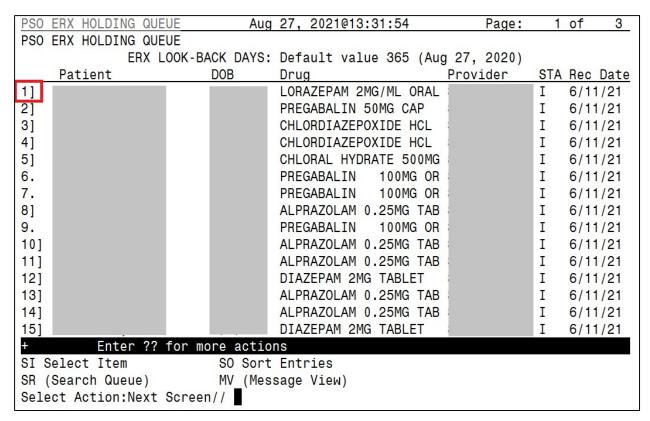


Figure 3-5: eR_X Holding Queue List View

3.5.1.1 eRx Holding Queue List View

The eR_X Holding Queue List columns include the patient's name (Patient), date of birth of the patient (DOB), the prescribed drug from the external provider (Drug), the prescribing physician's name (Provider), the status of the eR_X (STA), and the date that the eR_X was received by VistA (Rec Date). At any given time, 999 eR_X records are displayed in the Holding Queue List View with actionable statuses of "N", "I", "W", or with one of the Hold codes (Hxx (where x = letter), HC), CAH, CAO, CAP, CAR, CXD, CXE, CXI, CXN, CXV, CXW, CXY, RXD, RXE, RXF, RXI, RXN, RXR, RXW, or the Inbound Error in RRE and CRE status. The records are sorted by Received Date with oldest records first. Refer to <u>Appendix B: Holding Queue Status Codes & Descriptions</u> in User Manual Unit 6 (PSO_7_0_P617_UM_6) available on the Veteran's Documentation Library (VDL) for additional information on the various statuses in the list.

The following actions are available from the eR_X Holding Queue List:

- **SI> Select Item** can be entered to select an item in the Enter a Number prompt. Additionally, the record # can be entered without selecting SI at the "Select Action: Next Screen//" prompt.
- **SR> Search Queue** can be entered to search for an eR_X based on a variety of search criteria.
- <**SO> Sort Entries** can be entered to sort the list.
- <MV> Message View can be entered to display various message types.

3.5.1.1.1 Message Viewb

Message View, <MV>, is an action in the Holding Queue. When the user enters <MV>, the system prompts the user to select the message type. By selecting the message type, the user can view all the messages in the various statuses for the selected message type in the order of date received, with the newest records displayed first. Records containing a Controlled Substance will be indicated with a bracket "]" symbol. Records without a "]" are Non-Controlled Substance.

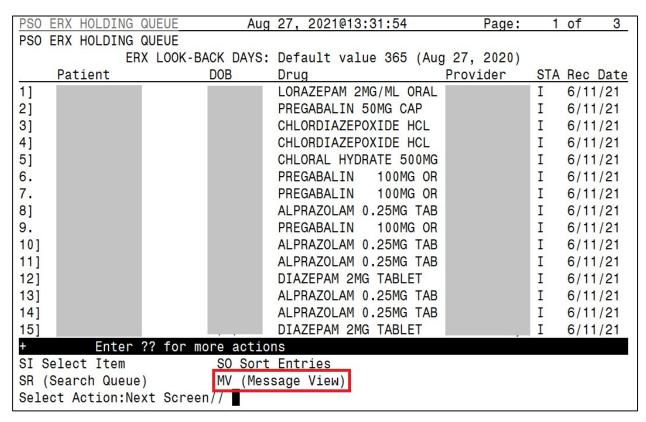


Figure 3-6: Message View

3.5.1.2 Actionable and Non-Actionable eRx Records

There are two types of Inbound eR_X records: Actionable records and Non-Actionable records.

Actionable Records are those that are displayed in the eRX Holding Queue List View. Actionable records include:

- NewRx (status in New, In Process, Hold, and Wait)
- CancelRx Request
- RxRenewal Response (Denied, Denied NewRx to Follow, RxRenewal Response Failed)
- RxRenewal Response Approved with Changes (when there is a change to the provider data)
- RxRenewal Response Replace (in statuses of new, in process, hold, wait or error)
- Inbound Errors related to RxRenewal Requests

- RxChange Response (Denied for all request types)
- RxChange Response (Approved for Prior Authorization Required request type)
- RxChange Response (Validated for Prescriber Authorization request type)
- RxChange Response (Approved and Approved with Changes for request types Generic Substitution, Therapeutic Interchange/Substitution, Drug Use Evaluation, Script Clarification and Out of Stock, and in statuses of new, in process, hold, wait, or error)
- Inbound Errors related to RxChange Requests

Non-Actionable records are those that are in the Holding Queue but are not displayed in the List View. All records acknowledged, removed, rejected, processed/completed, and auto-canceled are non-actionable. Non-Actionable records further include:

- RxRenewal Request
- RxRenewal Response Approved
- RxRenewal Response Approved with Changes (change to drug data only)
- RxChange Request
- CancelRx Response
- Inbound Errors related to CancelRx Responses

For additional information on Actionable and Non-Actionable eR_X Status Codes, refer to the tables in <u>Appendix B: Holding Queue Status Codes & Descriptions</u> in <u>Unit 6</u>.

3.5.1.2.1 eRx Default Lookback Days

A new field, ERX DEFAULT LOOKBACK DAYS file (#10.2), has been added to the OUTPATIENT SITE file (#59), which contains the number of days the user would like to look back before loading the Holding Queue's list view or completing a Search (SR) or Sort (SO). This is a configurable field that can be updated with the desired value by the local site's VistA Admin. The addition of this new configurable field facilitates increased processing speed in the eR_X Holding Queue.

```
LAST PRESCRIPTION # ISSUED: 2721007
DISPENSE DNS PORT: 9300
DEFAULT ERX CLINIC: ANGIO
AUTOMATED DISPENSE: HL7 V.2.4
RELATED INSTITUTION: DAYTSHR TEST LAB
NPI INSTITUTION: DAYTSHR TEST LAB
CPRS ORDERING INSTITUTION: DAYTSHR TEST LAB
```

Figure 3-7: eR_X Default Lookback Days

- The number of eR_X records displayed in the Holding Queue's list view is based on the ERX DEFAULT LOOKBACK DAYS file (#10.2) configured in OUTPATIENT SITE file (#59).
- By default, the ERX DEFAULT LOOKBACK DAYS field is blank, so the software goes back to 365 days.
- ERX LOOK-BACK DAYS label along with the value and date stamp are displayed both in the Traditional View and the Patient Centric View of the eR_X Holding Queue, in the Header section.

• If the Pharmacy user would like to see eR_X records received from older dates, the user can use the Search (SR) option and select the 'Received Date Range' (#3), to retrieve those records.

NOTE: Refer to the Implementation Guide – Inbound ePrescribing (PSO*7.0*p581) on the VA Documentation Library (VDL) for details on configuring the ERX DEFAULT LOOKBACK DAYS for a site.

3.5.2 Patient Centric View

The Patient Centric View allows users to view eR_Xes grouped by patient. This view makes it easier to view the eR_X records in the Holding Queue when there is a high volume of records. Patient Centric View displays the actionable eR_X records only per patient. It allows the user to easily identify the message types that are in outstanding or actionable statuses, such as, N, I, W, Hxx (where x = letter), HC, CAH, CAO, CAP, CAR, CXD, CXE, CXI, CXN, CXV, CXW, CXY, RXD, RXE, RXF, RXI, RXN, RXR, RXW, or the Inbound Error in RRE and CRE status. It also displays the last user information, which identifies which actionable eR_X records have been worked on and/or whom to contact when there is a problem with one or more records.

Once the user selects a patient from the Patient Centric View, the prescription view displays, with only the actionable eR_X records for the selected patient.

To access Patient Centric View:

1. Enter **PT**.

```
Select one of the following:
          Non-CS
                    Non-Controlled Substance
                    Controlled Substance
          CS
                    Both
Select eRx Record Type: B// oth
     Select one of the following:
                    Schedule II
                    Schedules III - V
                    Schedules II - V
Select Schedule(s): 3//
                          Schedules II - V
     Select one of the following:
          PT
                    PATIENT (Grouped)
                    PRESCRIPTION RECEIVED DATE
          RX
          E
Select By: (PT/RX): PT//
```

Figure 3-8: PT – Patient (Grouped)

2. Select an option to filter the Patient Centric View by specific actionable status.

```
Select By: (PT/RX): PT// PATIENT(Grouped)

Select By: Status

A All
1 New
2 In Process
3 Wait
4 Hold
5 CCR

Enter response: A//
```

Figure 3-9: Patient Centric View Filters - Select by Status

While accessing the Patient Centric View, one of the following selections may be made to filter the display results by specific actionable statuses:

- <A> All Patients with eR_X records in all actionable statuses in the Holding Queue.
- <1> New Patients with eRx records in New status in the Holding Queue. (NewRx only)
- <2> In Process Patients with eR_X records in In Process status in the Holding Queue.
- <3> Wait Patients with eR_X records in Wait status in the Holding Queue.
- <4> Hold Patients with eR_X records in one of the Hold statuses in the Holding Queue.
 - o If <4> Hold is entered, <S> must then be selected for a single Hold status or <A> for all hold codes.

```
Select By: (PT/RX): PT// PATIENT(Grouped)

Select By: Status

A All
1 New
2 In Process
3 Wait
4 Hold
5 CCR

Enter response: A// 4 HOLD

Select one of the following:

S SINGLE CODE
A ALL HOLD CODES

Enter response: A//
```

Figure 3-10: Patient Centric View Filters - Hold

If <S> is entered to filter the display results by a single Hold status, the desired Hold status to filter by must be selected.

```
Enter response: A// SINGLE CODE
Select eRx Status: ??
   Choose from:
                HPT - PATIENT NOT FOUND
   118
   119
                HPD - PROVIDER NOT FOUND
                HNF - NON-FORMULARY DRUG THAT NEEDS APPROVAL
   120
   121
                HSO - INSUFFICIENT STOCK
                      DRUG-DRUG INTERACTION
   122
                HAD - ADVERSE DRUG INTERACTION
   123
   124
                HBA - BAD ADDRESS
   125
                HPC - PROVIDER CONTACTED
                HPA - PRIOR APPROVAL NEEDED
   126
                HOR - OTHER REASON
   127
                HPP - PATIENT CONTACTED
   128
                HPR - HOLD DUE TO PATIENT REQUEST
   129
   130
                HQY - QUANTITY OR REFILL ISSUE
                HC - HOLD DUE TO CHANGE
   1442
   1618
                HCR - PRECRIBER'S CS CREDENTIAL IS NOT APPROPRIATE
                HWR - CS PRESCRIPTION WRITTEN/ISSUE DATE HAS PROBLEMS
   1619
                      PROVIDER DEA# ISSUE
   1620
                HIS -
   1621
                HRX - HOLD FOR RX EDIT
                    - DRUG USE EVALUATION
                HDF
   1622
   Type <Enter>
                to continue or
                                    to exit:
```

Figure 3-11: Patient Centric View - Hold Statuses

For additional details on Hold statuses, refer to <u>Appendix B: Holding Queue Status Codes & Descriptions in Unit 6.</u>

NOTE: The Hold status codes of the format Hxx apply to all fillable prescriptions. However, HC applies to NewRx type only.

• <5> CCR – Patients with CancelRx Request and/or actionable RxRenewal Response and/or RxChange Response in the Holding Queue.

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o If <5> CCR is entered, <S> must be selected to filter for a single CCR status, or <A> for all actionable CCR statuses.

```
Select By: (PT/RX): PT//
                            PATIENT (Grouped)
     Select By: Status
        A11
        New
  2
        In Process
  3
        Wait
        Hold
        CCR
Enter response: A// 5 CCR
     Select one of the following:
                     SINGLE CODE
                     ALL CCR CODES
Enter response: A//
```

Figure 3-12: Patient Centric View Filter – CCR

If <S> is entered to filter the display results by a single CCR status, they must then select the desired CCR status to filter by.

```
Enter response: A// SINGLE CODE Select eRx Status: ??
   Choose from:
                       RXRENEWAL RESPONSE REPLACE - NEW
   246
                RXR -
   247
                RXE -
                       RXRENEWAL RESPONSE - PROCESSING ERROR
   248
                       RXRENEWAL RESPONSE - NEW
                RXN -
                       RXRENEWAL RESPONSE FAILED
   289
                RXF -
   606
                       CANCEL PROCESS COMPLETE
                CAO -
   607
                CAH -
                       CANCEL COMPLETED IN HOLDING QUEUE
   609
                CAR -
                       CANCEL REQUEST RECEIVED
   612
                CAF -
                       CANCEL PROCESS FAILED
                CAP -
   613
                       CANCEL PAPER RX OR FAXED RX
   618
                RXD -
                       RXRENEWAL RESPONSE DENIED/DNTF
   620
                CAX -
                       CANCEL RESPONSE FROM VISTA UNSUCCESSFUL
   1412
                CXN -
                       RXCHANGE RESPONSE - NEW
   1413
                CXV - RXCHANGE RESPONSE - PRESCRIBER AUTH - NEW
                CXY - RXCHANGE RESPONSE - PRIOR AUTH - NEW
   1414
   1418
                 CXD - RXCHANGE RESPONSE DENIED
   1421
                CXE - RXCHANGE RESPONSE - PROCESSING ERROR
Select eRx Status:
```

Figure 3-13: Patient Centric View – CCR Statuses

Once a selection is made:

• If the site has not configured ERX DEFAULT LOOKBACK DAYS, a list of patients who have Actionable eR_X records in the Holding Queue for the last 365 days displays. See Figure 3-12.

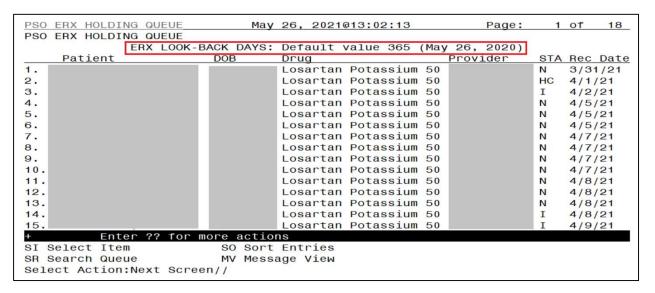


Figure 3-14: Non-Configured ERX LOOK-BACK DAYS Field

• If options <1>, <2>, <3>, or <4> are selected to filter by status, a list of patients displays if the patient has Actionable eR_X records under the selected status within the number of days set as the ERX DEFAULT LOOKBACK DAYS. For example, if the ERX DEFAULT LOOKBACK DAYS is set to a value of 30 and a user selected <1> New when filtering the Patient Centric View, the patient(s) displayed should have had a new record received within the last 30 days. See Figure 3-13.

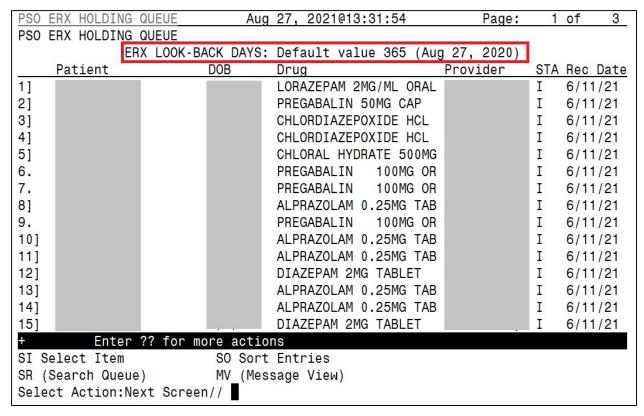


Figure 3-15: Configured ERX LOOK-BACK DAYS Field

The table below describes the columns visible in the Patient Centric View.

Table 1: Patient Centric View

Column Label	Description
ERX PATIENT	Name of the patient sent on the New prescription
DOB	eR _x patient's date of birth
ED	The number of days elapsed since the oldest eRx that is still in an actionable status was received for that patient
LOCKED BY	Name of the current user that applied lock on the patient record successfully
NW	Number of NewRxes
WT	Number of eRxes in WAIT status. WAIT status displays if all validations have been performed, but the eRx has not been Accepted (AC) (Includes all fillable prescriptions).
IP	Number of eRxes In Process (includes all fillable prescriptions)
HD	Number of eRxes on Hold (includes all fillable prescriptions)
CCR	CancelRx Request, RxChange Response, and RxRenewal Response records in actionable statuses; (also, includes RXF,RXE and CXE records)
ОТН	Inbound Error related to RxRenewal/RxChange Request (Status – RRE/CRE)
ТОТ	Total number of eRxes in actionable statuses

- If an eR_X patient does not have user name displayed in the LOCKED BY column, this means that the patient's eR_X record is available to the user.
- Under columns NW, IP, HD, WT, CCR, and OTH the maximum count displayed is 99, even if the patient has more actionable eR_X records, which the TOT (Total) column would indicate.
- Under the TOT column, the maximum count displayed is 999, even if the patient has more than 999 items in actionable status.
- Patient Centric View displays up to 999 records.
- Patient Centric View records are sorted by Elapsed Days, in descending order.

To select a patient to view the eR_X es associated with them, select the patient record number. A list of actionable eR_X records displays.

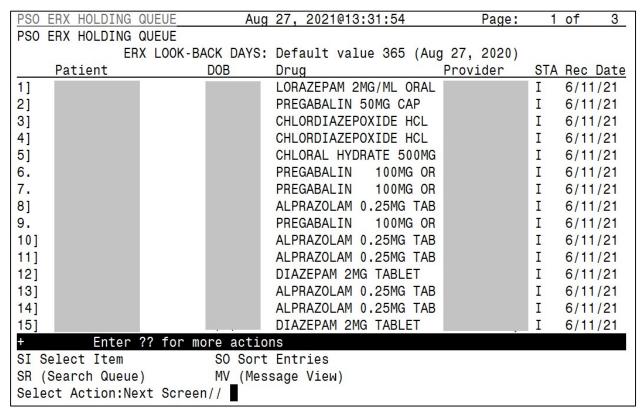


Figure 3-16: Patient eR_X List

To view the details of an eRx, select the record number.

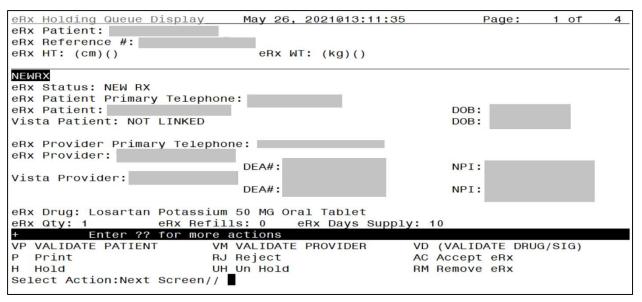


Figure 3-17: eR_X Summary/Details Screen

Validation actions may be completed from here. If validation actions are started on NewRx message types, but not Accepted, the Status of the eR_X displays as "I" for In Process. In the example below, just the patient was validated, therefore the eR_X is still In Process.

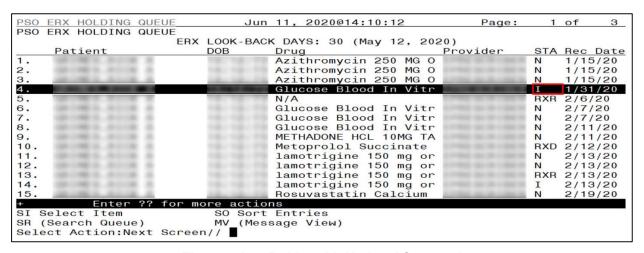


Figure 3-18: eR_X List with Updated Status – I

In the Patient Centric View, if an eR_X status changes one actionable status to another, the eR_X total remains the same, but the totals for various statuses are updated. In the example below, the second record displays 17 NewRxes and 3 eR_X es that are In Process, and a total of 35 eR_X es.

PSO	ERX	PATIENT	CENTRIC VIEW	Jun 11, 2020@14	:11:38		F	age	e:	1	of	1
			Patier	nt Centric View								
			ERX LOOP	K-BACK DAYS: 30 (May 12,	2020)						
	ERX	PATIENT	DOB	ED LOCKED	BY	NW	WT	IP	HD	CCR	OTH	TOT
1.	76. 75.		To the second	167		11	6	6	38	67	0	128
2.				148		17	1	3	7	7	0	35
3.		RT 13"7"	2000	134		1	0	0	0	7	0	8
4.	1960		mana. so-e-	79		38	0	2	25	20	0	85
5.		\$6.75,000	88-15	78		15	1	6	83	80	0	185
6.		31.70	67 - 67	51		4	0	1	11	1	0	17
7.			the same of	43		12	1	1	39	26	0	79
8.			Marchael Co.	36	A 100 PER 19	8	4	2	16	5	0	35
9.			military at the second	30		0	0	O	1	1	0	2
10.	No. of Lot		Marie Day of the Control of the Cont	30		3	1	2	5	13	0	24
11.	Marco -	TO BUILD AND		27		6	1	O	0	1	0	8
12.				27		0	0	2	27	19	0	48
13.				21		1	1	1	10	14	0	27
14.	400	ALCOHOL: NA	MARK TO SERVICE	16		1	0	O	0	0	0	1
15.	400.0		A	15		0	0	1	0	0	0	1
16.	Sec		S. S	15		7	0	O	2	5	0	14
		Enter	?? for more a	actions								
SP S	SELEC			SORT ENTRIES								
SR S	SEARC	CH QUEUE		Message View								
		tem(s):										

Figure 3-19: Patient Centric View

If an eR_X status changes from New to In Process, the numbers for the various statuses are updated while the eR_X total remains the same, as seen in the second record in the example below. There are now 16 NewRxes, 4 eR_X es In Process, and still a total of 35 eR_X es.

PSO	ERX	PATIENT	CENTR				2020@14:14	:55		F	age	e:	1	of	1
				Patien	t Cent	ric	View								
			1	ERX LOOK	-BACK	DAYS	S: 30 (May	12,	2020)						
	ERX	PATIENT		DOB		ED	LOCKED BY		NM	MT	IP	HD	CCR	OTH	TOT
1.						167		100	11	6	6	38	67	0	128
2.		A CONTRACTOR OF THE PARTY OF TH		The second second	Marie Court II	148			16	1	4	7	7	0	35
3.	-	FIG. 117"1				134			1	0	0	0	7	0	8
4.	1960		rina rije.		1000	79			38	0	2	25	20	0	85
5.		\$6.75,000				78			15	1	6	83	80	0	185
6.				601160		51			4	0	1	11	1	0	17
7.				60.000		43			12	1	1	39	26	0	79
8.		60% A 1760	Trice reason.		0.0	36	L FORD IN LONGS	100	8	4	2	16	5	0	35
9.				87-97-		30			0	0	O	1	1	0	2
10.	No.		THE RES	60.00		30			3	1	2	5	13	0	24
11.	MRC 5	N. BEEFE				27			6	1	O	0	1	0	8
12.		Acquiriles, A	Merchany			27			0	0	2	27	19	0	48
13.		1988 . 3.74				21			1	1	1	10	14	0	27
14.	-	NUMBER OF	Name of Co.			16			1	0	O	0	0	0	1
15.	Miles	56. JULIUS		衛子 小田子 /	1000	15			0	O	1	0	0	0	1
16.		All Annual Con-			1000	15			7	0	O	2	5	0	14
		Enter	?? fo	r more a	ctions										
SP S	BELEC	T PATIEN	T	so	SORT E	NTRI	IES								
		CH QUEUE			Messag	e Vi	iew								
Sele	ect I	tem(s):	Quit/	/											

Figure 3-20: Patient Centric View – Updated Actionable Status to another Actionable Status

In the Patient Centric View, if an eR_X status changes an actionable Status to a non-actionable status, the eR_X total decreases by one and the totals for various statuses are also updated. In the example below, the record in the second row, the WT column has updated from 1 eR_X es to 0 eR_X es, therefore updating the total column from 35 to 34.

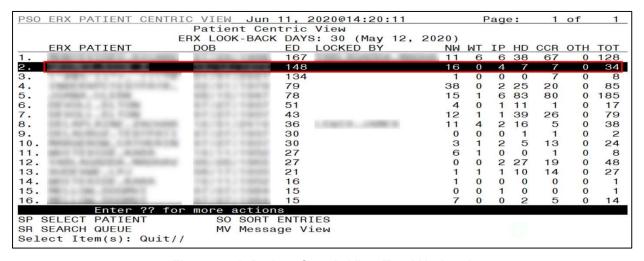


Figure 3-21: Patient Centric View Total Updated

3.5.3 eR_x Holding Queue Summary/Details Screen NewRx Message

A record from the eR_X Holding Queue List View can be selected by both typing <SI> and the record number or by typing the record number itself. The first screen displayed is the Summary/Details screen, which displays information about the original eR_X from the external provider and matched VistA information (if any).

On this screen, the header contains the eR_X Patient Name and eR_X Reference #, which is an internal VA reference number assigned for tracking the eR_X . Below the header is information received from the external provider for the patient, provider, and the drug/SIG. Where applicable, VistA information displays below the eR_X information.

NOTE:

- "eRx Written Date" Date the eRx was received in the VistA Holding Queue.
- "eRx Issue Date" Effective Date, if sent by the provider.

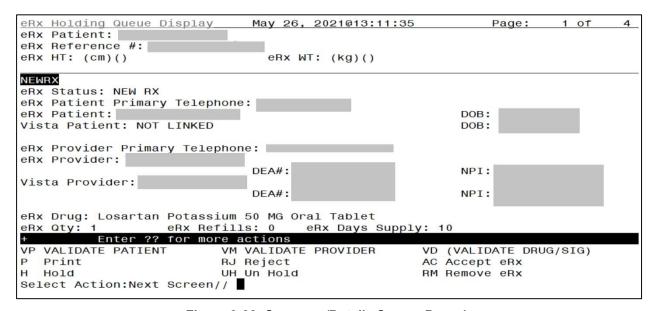


Figure 3-22: Summary/Details Screen Page 1

Press **Enter**> to display Page 2 of the Summary/Details screen, which contains eR_X Notes, applicable Allergy information, and Diagnosis information.

```
eRx Holding Queue Display
                                     Jun 11, 2020@14:26:15
                                                                           Page:
                                                                                       2 of
eRx Patient:
eRx Reference
eRx HT: 177.8(cm)(04/09/2020)
                                                           eRx WT: 90.26(kg)(04/09/2020)
eRx Notes: MedPrescribed Note text _NewRx-0521.
                 (ICD-10 Z0000)
Primary Dx:
                  Description: Testing Prmary Diagnosis
Secondary Dx: (ICD-10 E11.21) Type 2 diabetes mellitus with diabetic
                 nephropathy
                  Description: Testing Secondary Diagnosis
                 (ICD-10 L40.0) Psoriasis vulgaris
Description: Testing Primary Diagnosis
Primary Dx:
Secondary Dx: (ICD-10 B18.9) Chronic viral hepatitis, unspecified
Description: Testing Secondary Diagnosis
Enter ?? for more actions
                                VM VALIDATE PROVIDER
RJ Reject
UH Un Hold
   VALIDATE PATIENT
                                                                VD (VALIDATE DRUG/SIG)
                                                                AC Accept eRx
RM Remove eRx
  Print
   Hold
Select Action:Quit//
```

Figure 3-23: Summary/Details Screen Page 2

If the VistA information for the patient, provider, or drug is not linked, the display is as shown below:

- VistA Patient: NOT LINKEDVistA Provider: NOT LINKED
- VistA Drug: NOT LINKED

VistA information displayed includes allergies. If the patient has no known allergies, "NKA" displays in the Allergies section.

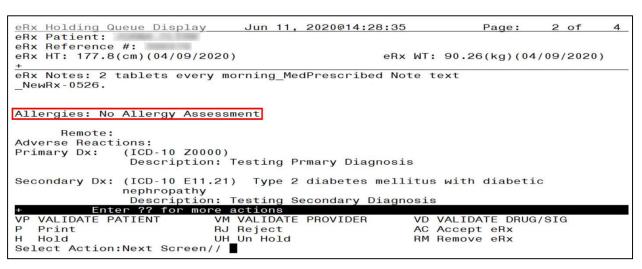


Figure 3-24: Patient with No Known Allergies

If the VistA patient has known allergies, verified allergies display in the Allergies section.

```
eRx Holding Queue Display
                                 Jun 11, 2020@14:32:58
                                                                    Page:
eRx Patient:
eRx Reference #:
eRx HT: 152.4(cm)(05/07/2020)
                                                      eRx WT: 79.37(kg)(05/07/2020)
Hold Status: HC - HOLD DUE TO CHANGE
Hold Reason:
Placed on hold by:
eRx Notes: Take one tablet daily
Allergies
Verified: HEADACHE PM, ALCOHOL, BEEF PRODUCTS, CARROTS
Non-Verified: PENICILLIN,
      Remote:
Adverse Reactions
    Verified: DERMAGRAN-B,
   Enter ?? for more actions
VALIDATE PATIENT VM VALIDA
                             VM VALIDATE PROVIDER
                                                          VD VALIDATE DRUG/SIG
                             RJ Reject
   Print
                                                          AC Accept eRx
RM Remove eRx
                             UH Un Hold
   Hold
Select Action:Quit//
```

Figure 3-25: VistA Patient with Known Allergies

3.5.3.1 eRx Actions

- Manual Validation:
 - <VP> Validate Patient
 - **VM>** Validate Provider
 - <VD> (Validate Drug/SIG) Note that this action is not available unless a VistA patient has been linked, as indicated with parenthesis around the action.
- <**P>** Printing in the eR_X Holding Queue displays all details of an eR_X and allows the user to select a local printer and print the eR_X.
- $\langle \mathbf{RJ} \rangle$ Rejecting an eR_X in the eR_X Holding Queue removes the eR_X from the main list display and prevents further processing of the eR_X .
- <AC> Accepting eRxes in the eRX Holding Queue action is not available until the validation of the eRx Patient, provider, and drug/SIG have been completed. Also note that the <AC> action is not available if the eRx is on Hold.
- \langle **H** \rangle Places eR_X on Hold in the eR_X Holding Queue.
- **UH>** UnHold eR_X in the eR_X Holding Queue.
- $\langle \mathbf{RM} \rangle$ Removing the eR_X in the eR_X Holding Queue removes eR_X from the main list display and prevents further processing of the eR_X .
- <??> For hidden actions.

For more details on the above actions, refer to the sections identified in this guide.

NOTE: From the Summary/Details screen, users <u>cannot</u> edit any of the VistA information. The validate screens contain the option for editing the VistA information. For further information on editing and validating VistA information for an eR_X , refer to section <u>3.6 Manual Validation</u>.

3.5.3.1.1 Jump to OP

The Jump to OP $\langle JO \rangle$ hidden action allows the user to navigate to Complete Orders from OERR, from the eR_X Holding Queue Summary/Details screen. Once the user has completed reviewing on the Outpatient side, the user is navigated back to the same Summary/Details screen in which $\langle JO \rangle$ was initiated from.

The Jump to OP <**JO**> hidden action allows the user to navigate to Complete Orders from OERR only if the following conditions are true:

- 1. The R_X record is a fillable prescription only.
- 2. The VistA Patient is already matched to an eR_X Patient under the Validate Patient <**VP**> action.
- 3. The matched VistA Patient has a current pending line entry on the Outpatient side.

To use the Jump to OP action, enter <??> to view a list of hidden actions.

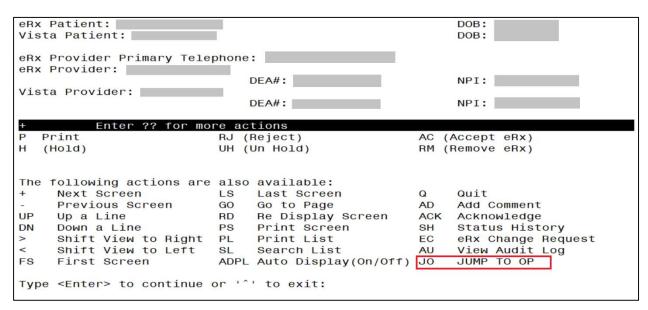


Figure 3-26: Jump to OP - Hidden Action

Enter the hidden Jump to OP <**JO**> action.

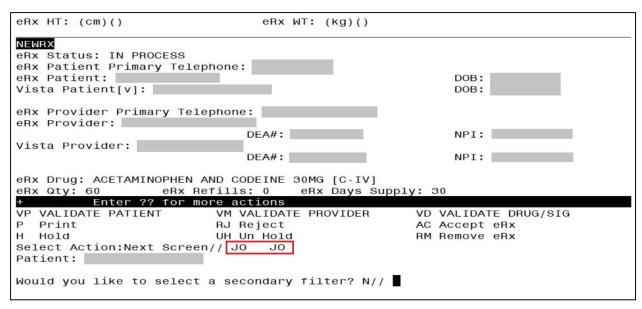


Figure 3-27: JO Action Selected

If a user attempts to Jump to OP < JO> when a VistA Patient is not matched to an eR_X Patient, an error message is received stating, "VistA patient has not been matched. Cannot jump to outpatient".

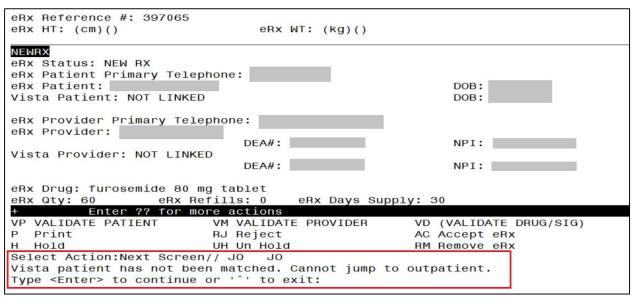


Figure 3-28: JO Error - VistA Patient Not Matched

If a user attempts to Jump to OP < JO > from an eR_X record that is not a fillable prescription, an error message is received stating, "Jumping can only be done on 'NewRx' messages, Renewal Response-Replace and fillable RxChange Response messages".

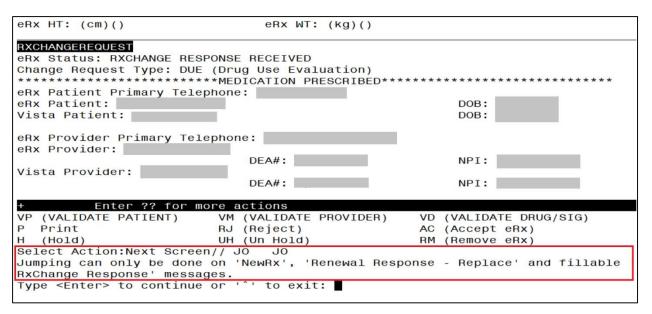


Figure 3-29: JO Error – Fillable eR_X Messages Only

Once the user has completed reviewing on the Outpatient side, upon selecting **Enter**> at the "Select Patient:" prompt, the user is navigated back to the same Summary/Details screen in which **JO**> was initiated from.

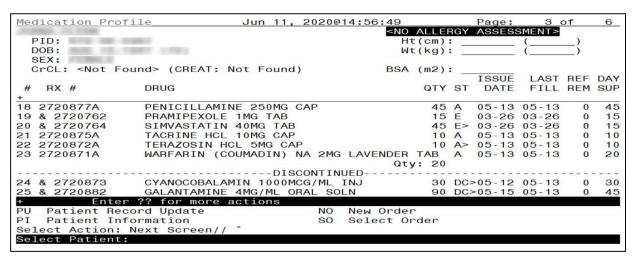


Figure 3-30: JO "Select Patient" – Jump Back to Holding Queue eR_X Summary/Details Screen

3.5.3.1.2 Jump to eRx

The Jump to eRx <JE> hidden action allows the user to navigate to the VistA eRx Holding Queue display from the Pending Outpatient (OP) Orders display for a pending order or an eRx active prescription. Once the user has completed reviewing or editing in the VistA eRx Holding Queue, the user is navigated back to the pending order or active eRx prescription in the Pending OP Orders display which <JE> was initiated from.

To use the Jump to eRx action, enter <??> to view a list of hidden actions.

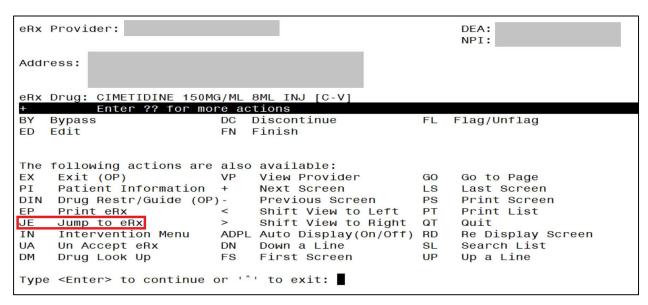


Figure 3-31: Jump to eRx - Hidden Action

Enter the hidden Jump to eRx < JE > action.

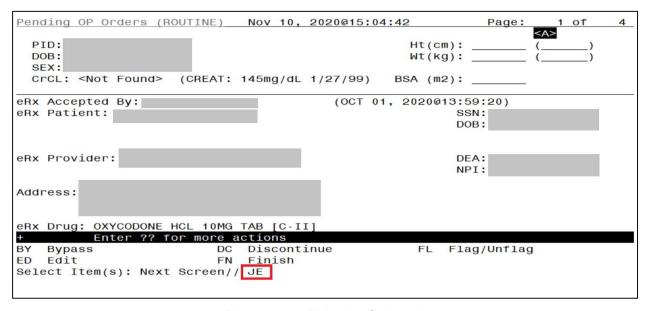


Figure 3-32: JE Action Selected

To return back to the pending order or active prescription in the Pending OP Orders display, type '^'. The Jump to OP <**JO**> hidden action is not available while utilizing the <**JE**> function and users will receive the following error message.

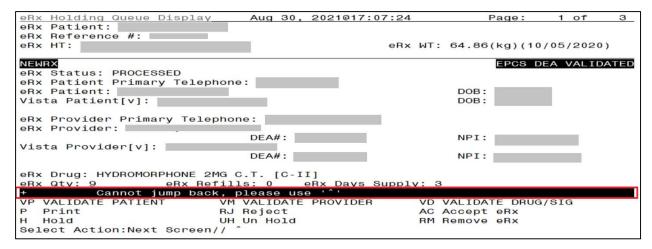


Figure 3-33: JE Action JO Error Message

3.5.3.1.3 Status History

The Status History $\langle SH \rangle$ hidden action displays the history of status changes on an eR_X record within the Holding Queue. It does not include the initial status of the record.

+	Enter ?? for mo	re ac	tions		
P	Print	RJ R	eject	AC A	ccept eRx
Н	Hold	UH UI	Hold	RM R	emove eRx
The	following actions are	also	available:		
+	Next Screen	LS	Last Screen	Q	Quit
_	Previous Screen	GO	Go to Page	AD	Add Comment
UP	Up a Line	RD	Re Display Screen	ACK	Acknowledge
DN	Down a Line	PS	Print Screen	SH	Status History
>	Shift View to Right	PL	Print List	EC	eRx Change Request
<	Shift View to Left	SL	Search List	AU	View Audit Log
FS	First Screen	ADPL	Auto Display(On/Off)	JO	JUMP TO OP
Typ	e <enter> to continue o</enter>	or '^	' to exit:		

Figure 3-34: Status History – Hidden Action

Enter the hidden Status History **SH**> action to display the history of status changes.

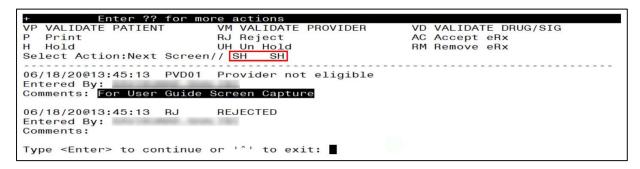


Figure 3-35: SH Action - Status Changes on eR_X Record in Holding Queue

Comments are displayed where applicable (i.e. Hold, RJ, and RM statuses).

eRx Provider Primary Tele	phone:	
OHA TTOTIAGTI	DEA#:	NPI:
Vista Provider:		
	DEA#:	NPI:
eRx Drug: Losartan Potass:	ium 50 MG Oral Tablet	
eRx Qty: 1 eRx Re	fills: 0 eRx Days Suppl	y: 10
+ Enter ?? for mo	re actions	
P Print	RJ Reject	AC Accept eRx
H Hold	UH Un Hold	RM Remove eRx
7.6 1921.2		
The following actions are	also available:	
+ Next Screen	LS Last Screen	Q Quit
- Previous Screen	GO Go to Page	AD Add Comment
UP Up a Line	RD Re Display Screen	ACK Acknowledge
DN Down a Line	PS Print Screen	SH Status History
> Shift View to Right	PL Print List	EC eRx Change Request
< Shift View to Left	SL Search List	AU View Audit Log
FS First Screen	ADPL Auto Display(On/Off)	JO JUMP TO OP
Type <enter> to continue</enter>	or '^' to exit:	

Figure 3-36: Status History with Comment for Rejected eRx

3.5.3.1.4 eRx Change Request

eR_X Change Request <**EC**> hidden action is used to request change on a NewRx prescription from the external Provider who sent the original NewRx. For detailed information about RxChange Request, refer to <u>Unit 5 – RxChange Requests and Responses</u> (PSO_7_0_P617_UM_51 and PSO_7_0_P617_UM52) available on the Veteran's Documentation Library (VDL).

eRx Provider Primary TelepeRx Provider:	ephone:	
enx Provider.		
	DEA#:	NPI:
Vista Provider:		
	DEA#:	NPI:
	BEI III .	111 21
eRx Drug: Losartan Potass:		
eRx Qty: 1 eRx Re	efills: 0 eRx Days Suppl	y: 10
+ Enter ?? for more	ore actions	
P Print	RJ Reject	AC Accept eRx
H Hold	UH Un Hold	RM Remove eRx
II IIOIU	on on nord	HI REMOVE CHX
24 23241 1904		
The following actions are	e also available:	
+ Next Screen	LS Last Screen	Q Quit
 Previous Screen 	GO Go to Page	AD Add Comment
UP Up a Line	RD Re Display Screen	ACK Acknowledge
DN Down a Line	PS Print Screen	SH Status History
> Shift View to Right	PL Print List	EC eRx Change Request
< Shift View to Left		AU View Audit Log
	ADPL Auto Display(On/Off)	
. 5 . 11 00 001 0011	. E. E . Mc Dioping (511/611)	22 23111 10 01
Tour destant to continue	101 #	
Type <enter> to continue of</enter>	or ' ' to exit:	

Figure 3-37: eR_X Change Request

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3.5.3.1.5 View Audit Log

View Audit Log <**AU**> hidden action is used to view all edits made to a VistA Patient, Provider, and Drug/Sig. This feature will also capture any edits made by auto-matching and display them on the Audit Log.

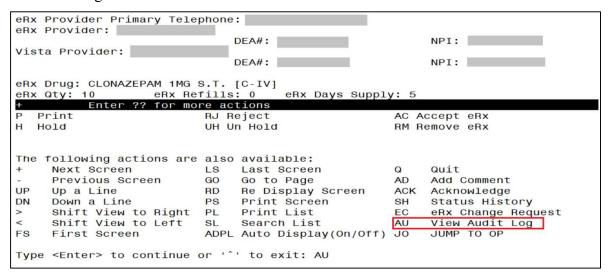


Figure 3-38: eR_X View Audit Log

Once the user selects View Audit Log <AU>, the Audit Log report will display.

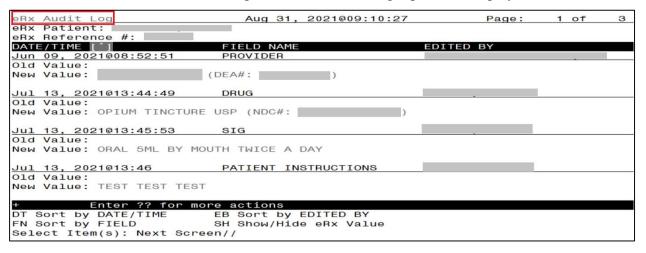


Figure 3-39: eR_x Audit Log

Users are able to sort the Audit Log by Date/Time <**DT**>, Field <**FN**>, Edited By <**EB**>, or Show/Hide eRx Value <**SH**>. All sort options contain a sort indicator to inform the user if the results are in ascending [^] or descending [v] order. To change the chronological order of the Audit Log display, enter the sort option a second time

33

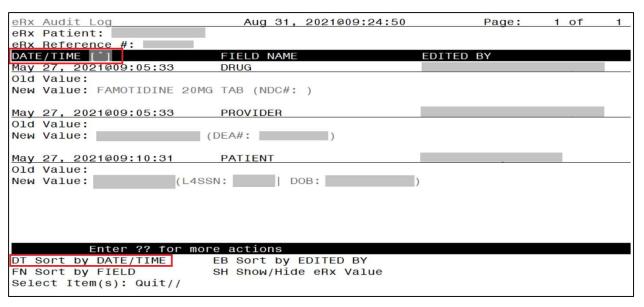


Figure 3-40: eR_X Audit Log Sorted by Date/Time Ascending

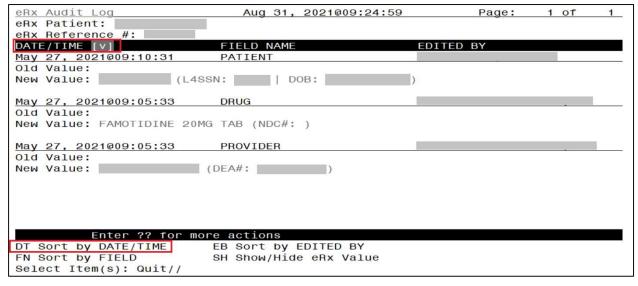


Figure 3-41: eR_X Audit Log Sorted by Date/Time Descending

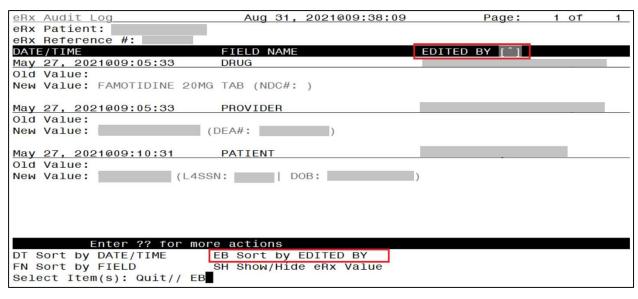


Figure 3-42: eR_X Audit Log Sorted by Edited By Ascending

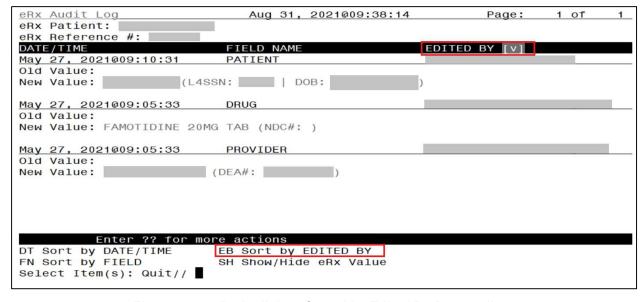


Figure 3-43: eR_X Audit Log Sorted by Edited By Descending

35

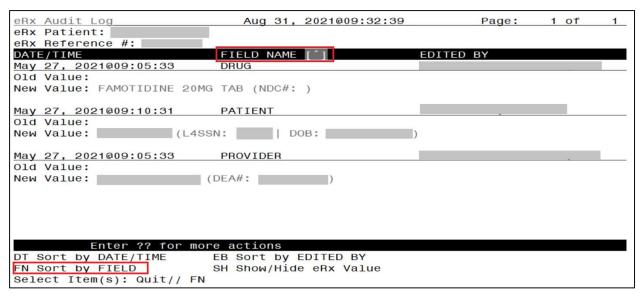


Figure 3-44: eR_X Audit Log Sorted by Field Ascending

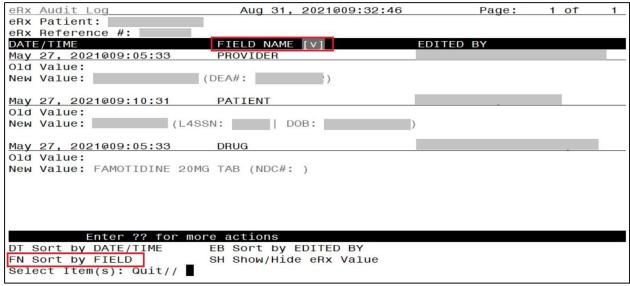


Figure 3-45: eR_X Audit Log Sorted by Field Descending

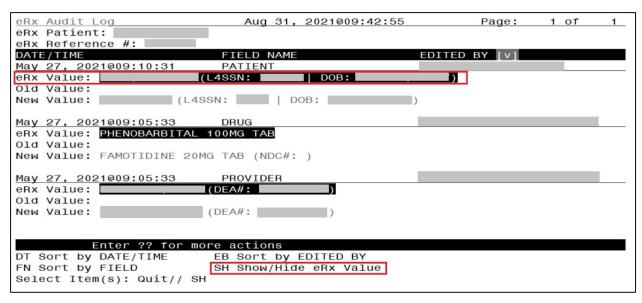


Figure 3-46: eR_X Audit Log Sorted by Show/Hide eRx Value - Shown

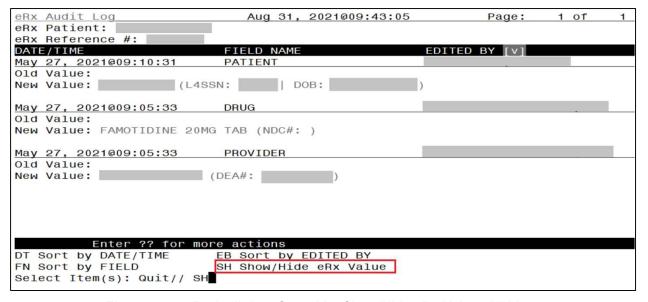


Figure 3-47: eR_X Audit Log Sorted by Show/Hide eRx Value - Hidden

To exit the Audit Log <AU> and return to the eRx Holding Queue Display, press 'Enter'.

3.5.3.2 Patient-Level Record Lock

Note that when either the Summary/Details screen or any of the validate screens of an eR_X are open, all the eR_X es for that same patient in the Holding Queue are locked and inaccessible for other users to access until the lock is released (the screens are closed). This is referred to as a patient-level record lock.

The following message displays if a user attempts to access an eR_X for the same patient that another user has opened.

is editing orders for this patient (JUN 18,2020@15:34:42)
Type <Enter> to continue or '^' to exit:

Figure 3-48: Patient-Level Record Lock

3.5.3.3 Prohibit Renewals

The Prohibit Renewal Request flag is used to denote that a RxRenewal Request should not be sent to the sending prescriber for an original NewRx or a subsequent fillable RxChange Response when the flag is set on the original NewRx. This is usually used when the visit is for a one time prescription (i.e., Urgent Care Center or Emergency Department).

NOTE:

- (i) The Prohibit Renewal Request information is not displayed for RxRenewal Request and Response records.
- (ii) The Prohibit Renewal Request information is displayed both in VistA and on web GUI under Track/Audit details screen, whenever it is sent on the inbound NewRx record.

```
eRx Holding Queue Display
                               Jun 18, 2020@13:54:15
                                                                Page:
eBx Patient:
eRx Reference #:
eRx HT: 152.4(cm)(05/07/2020)
                                                  eRx WT: 79.37(kg)(05/07/2020)
eRx Patient Primary Telephone:
eRx Patient:
                                                            DOB:
Vista Patient:
                                                            DOB:
eRx Provider Primary Telephone:
Vista Provider:
                                                            NPI:
eRx Drug: SIMVASTATIN 10MG TAB
eRx Qty: 99999 eRx Refills: 99
eRx Written Date: MAY 27, 2020
                                       eRx Days Supply: 365
                                          eRx Issue Date: MAY 27, 2020
Prohibit Renewals: No
eRx Sig:
         Enter ?? for more actions
VP VALIDATE PATIENT
                           VM VALIDATE PROVIDER
                                                      VD VALIDATE DRUG/SIG
P Print
                                                      AC Accept eRx
RM Remove eRx
                           RJ Reject
                           UH Un Hold
Select Action: Next Screen//
```

Figure 3-49: Prohibit Renewal Request